

Behind on your City of Richmond gas or water bill?

The Department of Public Utilities is offering a limited-time account reset opportunity to help eligible customers get back on track and avoid disconnection.



Back on Track with DPU is a limited-time program that allows eligible customers to reset past-due balances and enroll in a new payment plan through PromisePay with as little as 10% down and extended repayment terms of up to 24 months.

To make it easier to enroll, DPU will host community events across the city where customers can get help checking eligibility and signing up in person. Please see the reverse side for dates and locations.

To set up a payment plan, visit richmond.promise-pay.com or call 804-626-5420.

- Residential and commercial customers are eligible.
- Program runs from February 2 - March 31, 2026.
- Set up a new PromisePay payment plan by March 31 with manageable monthly payments.
- Avoid disconnection by remaining current on payment plan and current utility bill.



Back on Track Customer Assistance Events

Saturday, February 7 | 9 a.m. - 1 p.m.

Southside Community Services Center

4100 Hull Street Road

Richmond, VA 23224

Saturday, February 21 | 9 a.m. - 1 p.m.

East District Initiative

701 N. 25th Street

Richmond, VA 23223

Saturday, March 21 | 9 a.m. - 1 p.m.

John Marshall High School

4225 Old Brook Road

Richmond, VA 23227

Check our website to confirm there have been no changes to the dates or locations.

Get Started

Visit richmond.promise-pay.com
or call 804-626-5420.



Ask about Back on Track with DPU.

Deadline

- Customers must enroll, reset or roll past-due balances into a new payment plan by March 31, 2026.
- To avoid possible service interruptions, customers should resolve past-due balances before April.



(804) 646 - 4646



<https://rva.gov/public-utilities>



@RichmondDPU



@RichmondDPU

30901-1-0334